



HOW TO ACE YOUR NEXT PHONE INTERVIEW

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Finding a job today usually means going through a lengthy, multi-staged interviewing process. It is critical that you know how to handle a phone interview so that you can progress through the steps and ultimately land the position you are after. Recruiters and hiring managers like to use the phone interview because it is an efficient means to finding the strongest candidates for a face-to-face meeting.

Below you will find some pointers to consider when preparing for your next phone interview:

1. ARE YOU SURE YOU'RE READY? - Don't accept a phone interview if you haven't had time to prepare. If someone calls, without notice, and asks, *"Is this a good time to ask you a few questions about the position you applied for?"* ... Even if it IS a good time, your answer should be *"No"*. Kindly ask them if you can schedule a time for later in the day (or on another day) so that you have time to adequately prepare. Never underestimate the importance of preparing for a phone interview.

2. GET THE ENVIRONMENT RIGHT - A secure landline phone is ideal. If you must take the call on your cell phone, then make sure it is in a quiet place like an empty room or a stationary vehicle. We highly discourage taking the call while you're driving. The background noise is going to be beyond distracting.

3. ARE YOU IN THE RIGHT STATE OF MIND? - If you're not a morning person, then request an afternoon call. A timid, lethargic voice will not get you anywhere. You need to sound engaging, enthusiastic and energetic. Some people suggest standing while talking and to focus on smiling. This will add to your engagement. You may be feeling nervous, but make sure you avoid repeating words like "umm" and "like", or using casual sayings such as, "I'm not gonna lie to ya..." or "to tell you the truth..." If your mind suddenly draws a blank, there is no harm in asking for a moment to collect your thoughts before answering.

4. DO YOUR DILIGENCE - Spend at least an hour researching about the company you will be interviewing with and the role you've applied for. This research will surface in your answers, indicating that you are genuinely interested in joining them and are not wasting their time. Research their competitors and the latest news about their industry. Have your resume open and handy as well. If you're in front of a computer, have a window open with the company's website. Practicing a resume run-through in advance is recommended. Take lots of notes when the interview starts. These notes will assist you when preparing for the next step.

5. WARM THEM UP - Good interviewers will often break the ice early on in the call to put you at ease. Use this warm up as an opportunity to build rapport. But keep this brief. The interview may only have 30 minutes allotted, so you need time to get down to business.



6. BE PATIENT - Active listening is a common mistake. Give the interviewer enough time finish their sentences without disrupting them. If something questioned was unclear, do not be afraid to ask them to repeat or rephrase their request.

7. IT'S A 2-WAY STREET - Like most interviews, you will get a chance to ask questions. If there are many people being interviewed by the client in a short period of time, then your carefully crafted and insightful questions may act as a differentiator in your candidacy.

For help on answering typical behavioral-based interview questions, refer to our other resource entitled "[The STAR Interviewing Methodology](#)". Additionally, you may also want to read our resource entitled "[The 4 Best Interview Questions](#)", and "[Questions You Should Ask In An Interview](#)".

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